



SOUTHERN NEVADA FORUM

CHECKING IN:

Priorities, Legislation, and
How Your Involvement is Key
in the Final Weeks of the Legislature



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Full Speed Ahead...

KRISTIN MCMILLAN
PRESIDENT & CEO



T

he Metro Chamber is always in motion; we are never content unless we are moving, full speed ahead, to serve our members and our community. This month is certainly no exception.

The Metro Chamber is on the ground 24/7 at the Legislature. These final weeks are a critical time for the business community to stand together and fight against legislation that would hamper economic development and put barriers to growth in the way of our state's employers and entrepreneurs. We have kept you in-the-know about important, potentially harmful legislation through "The Rundown," the Metro Chamber's weekly newsletter, the *Business Voice*, the Carson City Call, and the Paul Call. Please be vigilant in these final weeks; as the voice of business, we need you to join in. Contact your legislators. Let your voice be heard. Together, our voices become a megaphone for our community's future prosperity, jobs, and economic vitality.

Several of these issues critical to continuing Southern Nevada's upward trajectory for developing our region as a global metropolis – including much-needed infrastructure developments, supporting additional funding for the UNLV School of Medicine and Graduate Medical Education throughout Nevada's medical schools, and increasing Nevada's share of federal grant dollars – are key priorities that arose from the Southern Nevada Forum. As you'll read in this month's feature story, there are several key bills that we will be working on during the final weeks of the Legislature, alongside other Southern Nevada Forum stakeholders and partners.

The Metro Chamber is also proud to celebrate National Travel & Tourism Week, May 7-13. As you'll read in this issue, the travel and tourism industry is not only celebrating a record year in terms of visitation numbers, spending, and economic impact, but we have much to look forward to, with all

indicators pointing to another strong year for our core tourism industry. I hope you'll join me – and your fellow Metro Chamber members – for the annual Travel Day Rally on May 9 at Fashion Show Mall.

Lastly, we are full speed ahead preparing for Business Expo and, this year, we are relocating to the Las Vegas Convention Center's South Hall on Wednesday, June 14. Each year, thousands of business professionals converge at Business Expo to meet and expand their networks, find new ways of collaborating and doing business with one another, and discover new resources to more efficiently get business done. This is one of the Metro Chamber's largest annual events. With a new location, more convenient hours, free parking, and an affordable ticket (and exhibitor) price, there's every reason to get it on your calendar and take part in the excitement and buzz of our dynamic business community.

I look forward to seeing you there!

"Together, our voices become a megaphone for our community's future prosperity, jobs, and economic vitality."

Wake up your smart.



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Chamber News



Don't Miss Eggs & Issues with U.S. Congresswoman Dina Titus!

Don't miss your opportunity to hear from U.S. Congresswoman Dina Titus (NV-1) during Eggs & Issues on May 9. Eggs & Issues is an information-packed, interactive series that gives business leaders insight on what they need to stay informed about on the federal level. May's Eggs & Issues will feature United States Congresswoman Dina Titus, who will discuss current economic and business issues, and how they impact the Southern Nevada business community. President's Club members are invited to a meet & greet with Congresswoman Titus immediately following the breakfast. Eggs & Issues will be held Tuesday, May 9, at the Golden Nugget, from 8:00 – 9:30 a.m. Tickets are \$40 for members, \$55 for non-members and \$400 for a table of ten. For more information on Eggs & Issues and to register for the event, visit LVChamber.com.

Meet Your Neighbors at the Return of the **Neighborhood Mingle**

Mix and mingle where you live and work by attending one of the Metro Chamber's Neighborhood Mingle sessions. These small-format networking events give you the opportunity to enjoy meaningful conversations with fellow Chamber members who are located near your business. The Spring Neighborhood Mingle Series will be held at various Chamber member businesses throughout the Valley, including Summerlin, Henderson, Downtown Las Vegas, and North Las Vegas, between Tuesday, May 16 and Thursday, May 18. For more information, including locations and times, visit LVChamber.com.

Leadership Las Vegas and Leadership Advance: **Last Call for Applications**

Applications are still open for the Leadership Las Vegas and Leadership Advance, Classes of 2018. Leadership Las Vegas is the premier executive development program in Southern Nevada. It brings together a group of established leaders to explore the inner workings of Las Vegas and better understand challenges facing the community in order to become more effective change makers. The application deadline is **May 18**. Leadership Advance is tailored to emerging leaders, combining hands-on leadership skills development with an in-depth understanding of the community. The program focuses on preparing emerging leaders for community leadership and exploring the dynamics of Southern Nevada. The application deadline is **June 1**. For more information on Leadership Las Vegas or Leadership Advance, visit leadership.vegas.

BUSINESS EXPO 2017

Put Your Brand on Boost!

Business Expo, the Metro Chamber's popular annual trade show, is on Wednesday, June 14. During the event, businesses, community leaders, and entrepreneurs will come together to seek out new prospects and business opportunities, spotlight their brands, and gain valuable business insights. As an exhibitor, it is important to be prepared for Business Expo, which is why the Metro Chamber is hosting an exhibitor

workshop on Wednesday, May 24. You'll get more information on making the most of your exhibiting experience and learn about show day, set-up logistics, marketing tips, and venue information. For more information about Expo, including exhibiting and registering for the workshop, visit LVChamber.com or call 702.641.5822. Tickets to Business Expo are also available, and are only \$10 for Metro Chamber members.



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News You Need



SBA Releases Small Business Payments Toolkit Update

The U.S. Small Business Administration released updates to its Small Business Payment Toolkit, which educates small businesses and their advisors on electronic payment systems, tips on working with financial institutions to improve payment processes, and how to get started making and receiving electronic payments. The updates now include a section on practical fraud prevention and mitigation, and training for employees on avoiding payments fraud. For more information or to download the toolkit, visit sba.gov.

NV Energy Warns Customers of Potential Scammers

NV Energy is warning its customers that person(s) falsely identifying themselves as employees of the company are calling both business and residential customers and making deceptive threats regarding their service. NV Energy does not call customers to demand immediate payment (10-day and 48-hour notices are issued), and those who are contacted and told as such should refuse to give any additional information. Customers can also call NV Energy's customer service department at 702.402.5555. NV Energy requires field employees and contractors to wear ID badges at all times, and will present it to you, as well as their employee number, when contacting customers in the field. Employees are never authorized to receive payment in the field. For more information, visit nvenergy.com.

National Travel & Tourism Week

National Travel and Tourism Week is May 7 – 13. This is an annual tradition in which travel and tourism professionals work throughout the week to promote the impact and contributions of travel markets and organizations make to the U.S. economy. This year's theme shines a spotlight on the power of travel by recognizing the millions of people who keep this industry strong: the Faces of Travel. This industry supports the livelihoods of more than 15 million Americans, and it is one place where the right things matter most—reliability, hustle, and attitude. For more information about National Travel and Tourism Week 2017, visit ustravel.org. You can read more about the impact of the travel and tourism industry on Southern Nevada's economy on page 22 of this issue.

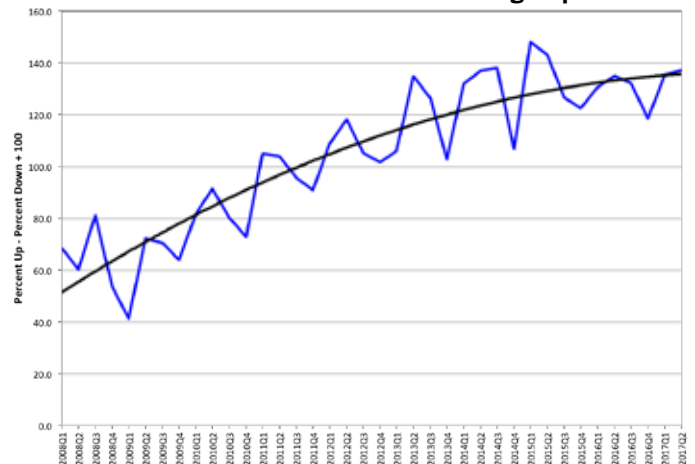
For Your Benefit

UNLV Center for Business and Economic Research Releases Q2 Business Confidence Index

The Center for Business and Economic Research at UNLV's Lee Business School has released its Southern Nevada Business Confidence Index for the second quarter of 2017. The Index remained high, reflecting continued optimism for a strong U.S. economy in the coming quarter. The Index increased by 1.3 percent, from 135.5 in the first quarter of 2017 to 137.2 in the second quarter. There was also much optimism expressed in regards to both the local and state economies from respondents.

For more information and to read more of the findings, the full Index and quarterly indicators can be found at cber.unlv.edu.

CBER's Business Confidence Index gained for the second straight quarter.



Source: UNLV Lee Business School Center for Business and Economic Research



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Your Scene...



The Metro Chamber welcomed its largest delegation to date for its biannual fly-in to Carson City. During the daylong trip, the Metro Chamber heard from several members of legislative leadership, including Senate Majority Leader Aaron Ford, Senate Minority Leader Michael Roberson, Assembly Speaker Jason Frierson, and Assembly Minority Leader Paul Anderson, as well as Secretary of State Barbara Cegavske, Michael Willden, Chief of Staff of the Office of Governor Brian Sandoval, and Nevada Superintendent of Public Instruction Steve Canavero.

You're Seen!



After a productive and insightful day of meetings, the Metro Chamber held its biannual legislative reception at Bella Fiore Wines, set against an unexpected backdrop of snowfall.

Thank you to the President's Club members, Advocacy Impact members, Board of Trustees, and Government Affairs Committee members who traveled to Carson City to represent the Southern Nevada business community!

Working For You

GOVERNMENT AFFAIRS AND PUBLIC POLICY



LEGISLATURE 101: FREQUENTLY ASKED QUESTIONS

Can bills still be introduced this late in the legislative process?

Yes, legislative leadership may introduce “emergency bills” on any topic at anytime during the 120 days. The Senate Majority Leader and the Speaker of the Assembly each receive 10 “emergency bills” and the Senate Minority Leader and the Assembly Leader each receive three “emergency bills.”

When is the next legislative major deadline?

The next legislative deadline is May 19. Bills must pass the second committee by this day or they will not move forward in the process unless they have an exemption. The final bill deadline will be May 26, when non-exempted bills must pass their second house.

What is sine die?

Final adjournment of a legislative session. Adjournment sine die literally means “adjournment without a day;” it marks the end of the legislative session, since it does not set a time for reconvening. All legislative action must end at that time. For the legislative session, sine die will occur at midnight on June 6.

Is the Governor limited in the number of vetoes he can issue on a bill?

No, the Governor is not restricted in the number of bills that he may wish to veto. However, a veto may be overridden by the Legislature by a 2/3 vote of both the Senate and the Assembly. That would take 14 votes in the Senate and 28 in the Assembly.

What is the Economic Forum and why is important to the legislative process?

The Economic Forum is used to determine how much revenue will be available for the biennial budget cycle. It is used by the Budget Division and state agencies to forecast the future state General Fund revenues. The Forum is held on May 1. The forecast is provided by the State’s Economic Forum. The Forum consists of a panel of five economic and taxation experts from the private sector. All agencies of the state, including the Governor and Nevada Legislature, are required to use the Forum’s forecast, which is provided shortly before the beginning of a new legislative session. Nevada’s state budget must be balanced, as the state cannot operate on an unbalanced budget.

OTHER UPDATES FROM THE GOVERNMENT AFFAIRS TEAM

Earlybird Registration Closing for Washington, D.C. Trip

Registration is now open for the Metro Chamber's annual Washington, D.C. trip, September 25-29, 2017. Earlybird registration for the event is \$1,295 per person and runs until June 1, at which time the price is \$1,595 per person. For the first time, a social registration is also available for spouses.

This event is open to President's Club members, Board of Trustees, and Government Affairs Committee members. As leaders of the Metro Chamber, we hope that you will be able to join us as we head to Capitol Hill to advocate on behalf of Nevada's business community on federal issues that impact employers and the Nevada economy.

The 2017 trip will be comprised of meetings with Congressional members, policy groups, trade associations, and think-tanks. We will also be hosting several receptions during the trip, including Nevada Lights Up the Capitol Night at the Rayburn Office Building and the Nevada State Dinner to further build relationships with Congressional leadership and to strengthen existing connections.

For more information on the 2017 trip, please contact Joi Holliday at 702.586.3812 or jholliday@lvchamber.com. To reserve your spot on this year's delegation, visit LVChamber.com.

Jump on the Final Carson City Call of the 2017 Legislature!

The final Carson City call for the regular legislative session will be Tuesday, June 6, from 11:00 – 11:30 a.m. This call will be a comprehensive inside look at the wrap-up of the legislative session. The call is a webinar series designed to keep all Metro Chamber members engaged and informed during the 2017 Legislature, and involved in the legislation and policies that could potentially impact their businesses. Advanced registration is required. To register or get additional information, please contact Danica Torchin at dtorchin@lvchamber.com or 702.586.3834.



CHECKING IN WITH THE SOUTHERN NEVADA FORUM:

Priorities, Legislation, and How Your Involvement is Key in the Final Weeks of the Legislature

Just before the 2013 Legislature, a group of Southern Nevada legislators, business organizations, local municipalities, community leaders, and other stakeholders met to establish a set of regional priorities on which to focus at the upcoming legislative session. The result was a serious to-do list to advance Southern Nevada in terms of K-12 and higher education, governance, economic development, transportation and infrastructure, and health care – and ensure that it remained a competitive and safe place to live, work, and visit.

Since then, before every legislative session, the Forum has convened hundreds of people to revisit and reestablish the priorities, and then break out into subcommittees to work on specific legislation. Says Clark County Commissioner Marilyn Kirkpatrick, one of the legislative founders of the Southern Nevada Forum, “The work done by the Southern Nevada Forum since the 2013 legislative session has helped develop a cohesive legislative approach in the state legislature. The hard work we have put into this has resulted in significant gains for our community, including the funding of the UNLV School of Medicine, fuel revenue indexing, and the creation of the Nevada State Advisory Council on Federal Assistance. These accomplishments benefit all Southern Nevadans and shows us what we can accomplish when we all work together.” Brian McAnallen, government affairs manager for the City of Las Vegas, says, “The City of Las Vegas has been a founding partner of the Southern Nevada Forum since the beginning because we recognized the importance of working together as Southern Nevadans on a common agenda in order to move our community’s needs forward as a collective front.”

In the final weeks of the 2017 Legislature, these priorities have emerged into key pieces of legislation on which you should monitor and contact your legislators. They represent critical steps we, as a region, must take to continue on the forward trajectory. Kristin McMillan, president and CEO of the Metro Chamber, states, “The Metro Chamber is proud to play a vital role and be a leading partner in the Southern Nevada Forum as part of the larger goal to move the community forward to create jobs, diversify the economy, and improve the quality of life in Southern Nevada.” The Southern Nevada Forum is about leaders from across the Southern Nevada community – from business, from government, from non-profits – coming together to collaborate and bring about meaningful change for our community by doing it together.



PRIORITY: GOOD GOVERNANCE

Nevada is one of the poorest performing states in terms of receiving competitive federal grants (excluding Medicaid), which essentially give some of our federal taxpayer dollars back into the state for programs, projects, and services in health care, transportation, income security, education, job training, social services, community development, and environmental issues. According to the Pew Charitable Trusts, advancing Nevada's position in per capita grants just one spot (putting our state forty-eighth) would yield an estimated \$258 million in new funding – without adding any additional tax burden to businesses and residents.

Supporting additional federal grant dollars represents a new source of funding for much-needed infrastructure and resources, and there is room for improvement.

Assembly Bill 81 and **Assembly Bill 98** both pertain to this area of priority, with AB 81 streamlining the process for review and approval or denial of acceptance of a gift or grant by a state agency, and AB 98 modifying the enabling language for the Office of Grant Procurement, Coordination, and Management (or, the Nevada Grants Office) to provide flexibility for it to employ the number of positions deemed necessary, and within the limits of funds appropriated to the office. AB 81 did not pass the first committee deadline, but AB 98 has passed the Assembly and will now be considered by the Senate.

“Ensuring that Nevada receives its fair share of federal grant investment will lead to hundreds of millions of dollars in new funding over the coming decade that can be used to address some of our most pressing issues, including education and infrastructure, as well as fuel the economy and improve our overall quality of life,” says John Ritter, chairman of the Nevada Advisory Council on Federal Assistance. “Our sincere and heartfelt thanks to members of the Southern Nevada Forum, Governor Sandoval, the Nevada State Grant Office team, community leaders, and policymakers across the state who are making this valuable opportunity a priority!”

The good governance priority for this session also includes efforts to facilitate dialogue regarding property

tax reform and supporting additional state board and commission seats for Southern Nevada. **Assembly Bill 373** would have reapportioned the makeup of the Commission on Tourism, State Public Works Board, Nevada Tax Commission, State Board of Education, and the Boards of Directors of the Department of Transportation and Board of Wildlife, to better reflect the population of the state and give Southern Nevada more representation throughout the state, but did not pass the first committee deadline.

PRIORITY: K-12 EDUCATION

The Metro Chamber and Southern Nevada Forum played a pivotal role during the 2015 Legislature to pass critical education reforms, as well as accountability measures to ensure transparency and strategic use of dollars spent. This session, the K-12 education priorities of the Southern Nevada Forum include additional funding for early childhood education and providing for adequate and equitable funding for K-12 education through making recommendations to the funding formula (weighting for English Language Learner students and students in poverty, as well as increasing GATE funding) and providing additional funds to increase the number of Zoom and Victory School projects. These priorities are budgetary items, with no specific legislation attached to them. State Senator Joyce Woodhouse and co-chair of K-12 education committee states, “We are working hard on identifying additional funds and the appropriate procedure to move along the weighted funding formula, the addition of funds for Zoom and Victory schools, early childhood education, and increased funds for GATE programs. There are bills moving through the Legislature that are addressing the issues relating to the licensing of new teachers and teachers recruited from other states. I feel positive about the progress made so far, especially the K-12 Southern Nevada Forum priorities!”

The Forum's third priority under K-12 education is to provide initial teacher licensure reciprocity relief for educators relocating from other states, and examining other potential barriers for teachers to move to Las Vegas. This priority helps address the shortage of teachers in Southern Nevada by providing another tool to help increase the teacher recruitment pipeline.



PRIORITY: HIGHER EDUCATION

Last session, the Southern Nevada Forum stakeholders were a major force in the funding of the UNLV School of Medicine, and this session, the Forum will continue its support for the continued operational funding for the medical school, while also advocating for increased financial support for Graduate Medical Education, or GME, for all of Nevada's medical schools. Both are crucial components in recruiting medical students and keeping them in the Valley to practice medicine once they graduate, thus reducing our critical physician per capita shortage. This priority falls as a budgetary item.

The Forum's priorities also include increasing the capacity for workforce development, focused primarily on community colleges. This priority addresses closing the gap between employers' needs and curriculum and other programs offered at community colleges, as well as providing clear pathways to good paying jobs for Nevada's future workforce. This is also a budgetary item.

Lastly, the Forum supports the Silver State Opportunity Grant by advocating for it to become a permanent program and allow for greater flexibility pertaining to the credit hours required annually. Assemblywoman Olivia Diaz, co-chair of higher education committee states, "Supporting students in their goal to attend and graduate from community college is essential to our community's workforce development efforts. Priorities that emerged from the Southern Nevada Forum higher education committee demonstrate our community's support of our students, many of whom come from diverse backgrounds. Expanding and making programs such as the Silver State Opportunity Grant permanent is one way of supporting student achievement in Southern Nevada." **Assembly Bill 188**, as revised, addresses this by reducing the required credit hours for grant eligibility from 15 to 12, thereby providing students with greater flexibility as they work and attend class. This bill has passed the Assembly and will now be considered by the Senate.

PRIORITY: HEALTH CARE

Bolstering mental health services through the reorganization of mental health services is a key

priority of the Southern Nevada Forum's health care subset, represented this session by **Assembly Bill 366**, an exempted bill which would create four behavioral health regions in Nevada and a regional health policy board for each region – Northern, Southern, Rural, and Washoe. As amended to the original proposed language, each board would consist of 13 members, six members appointed by the Governor or his or her designee, three members appointed by the Speaker of the Assembly, three members appointed by the Majority Leader of the Senate, and one member appointed by the Legislative Commission. These boards would be responsible for advising the public and behavioral health departments and promoting improvements to the delivery of behavioral health in Nevada. In addition, the Southern Nevada Forum recognized as a priority the consolidation of/or single overarching body with regards to mental health providers and regulators.

In addition, the Forum identified the raising of reimbursement rates and mandating the recalculation of base reimbursement rates for all providers, as well as ongoing review of the rates on a periodic basis, as a priority. **Assembly Bill 108**, also an exempted bill, provides for the periodic review of Medicaid reimbursement rates. This will help maintain accuracy for changing health care needs in the state and will keep the state current in best practices in regards to Medicaid reimbursements. Assemblyman James Oscarson, co-chair of the health care committee, shared his perspective on the Southern Nevada Forum, "The Southern Nevada Forum is an important tool for the residents of Southern Nevada because it allows for anyone to participate in the process and to share their ideas on legislative issues for all of us to consider. The work done by the health care committee reflects that collaborative approach in the development of our priorities for the legislative session."

PRIORITY: TRANSPORTATION AND INFRASTRUCTURE

Infrastructure has long been a priority for the Metro Chamber, and the Southern Nevada Forum has made considerable headway in previous sessions regarding transportation and infrastructure projects for our region. This session, the Forum focuses on increasing public-



private partnerships, the Utility Infrastructure Fund, and revising or including in the state funding formula for infrastructure to allow for the development of a program whereby funding is set aside for industrial sites, among other priorities. State Senators Mark Manendo and Scott Hammond, who serve as co-chairs of the transportation and infrastructure committee, state, “The bipartisan manner we worked through the interim period with the Southern Nevada Forum transportation and infrastructure committee resulted in several collaborative pieces of legislation that will have a positive impact on the future of Southern Nevada. We know we need to have more control in how we address the infrastructure needs of our community. We cannot wait for the federal government to solve our problems for us. It is incumbent upon all of us to address those issues and work together in a bipartisan manner across party lines and across legislative chambers and in conjunction with all community stakeholders. The Southern Nevada Forum is a good example of working together in a bipartisan manner.”

The Forum is seeking support for clarity of Monitoring, Management, and Mitigation (3M) Plans in Nevada to support responsible water development in the state. More clarity is needed in Nevada’s water law, and several industry organizations, nonprofits, and state agencies have expressed support of further defining these 3M plans. According to Andrew Belanger, director of public services of the Southern Nevada Water Authority, “The Nevada State Engineer has required monitoring, management and mitigation plans (3M Plans) to mitigate or manage impacts as a result of water use. Clarifying Nevada water law relating to the use and scope of these plans benefits all Nevadans.”

Assembly Bill 298 will move this forward by revising provisions relating to water law that would provide additional clarity. Similar recommendations also emerged from the Nevada Drought Forum. This bill has passed the Assembly and will now be considered by the Senate.

The Southern Nevada Forum is also advocating for the creation of a Transportation Infrastructure Bank in the Nevada Department of Transportation (represented by **Assembly Bill 399** and **Senate Bill**

517, both exempted), which would provide loans and other financial assistance to government agencies and public-private partnerships for the development, construction, improvement, operation, and ownership of transportation facilities. Improving and modernizing our transportation and infrastructure systems is a key component to economic development and moving our region forward in a global economy.

Finally, the Southern Nevada Forum identified language enabling Regional Transportation Commissions (RTCs) as a priority. **Senate Bill 149**, which allows RTCs to broaden the scope of transportation projects that could be undertaken by the agency, such as the construction and operation of high capacity transit systems, funding and research pertaining to autonomous vehicle systems, and additional tools to implement creative technologies. “As Southern Nevada continues to grow and as technology continues to emerge, especially in the transportation industry, **Senate Bill 149** will enable the RTC and our local governments to enhance and modernize our transportation network to meet the infrastructure challenges we face now and in the future,” says Tina Quigley, general manager of the RTC of Southern Nevada. “Specifically, it allows our community to implement a high capacity transit system, as well as autonomous and connected vehicle technology, and provides the ability to invest in future transportation projects. It allows us to leverage existing and emerging technologies that will help move our residents, tourists, and freight efficiently and effectively throughout our valley.”

PRIORITY: ECONOMIC DEVELOPMENT AND WORKFORCE

“As one of the chairs for economic development and workforce committee, we spent months looking and discussing different ideas on how to move workforce development forward. The level of engagement from community stakeholders was fundamentally important in the development of these priorities,” says Assemblywoman Irene Bustamante Adams.

Within the Southern Nevada Forum priorities regarding economic development, several fall under budgetary



items, including the continued investment in the UNLV School of Medicine. The Forum supports a \$17.1 million increase to the medical school's base budget to build a robust physician pipeline that will improve access to care and the physician per capita ratio. The Forum also supports workforce development and community colleges through an Enhanced Weighted Student Credit Hour for technical programs, which typically cost more to deliver due to increased space and equipment requirements. However, the training delivers the skilled workforce required of a global economy and the jobs of the future. The Forum is also supported a new health sciences building at the College of Southern Nevada Henderson campus.

"We are grateful to the Metro Chamber and the grassroots process established through the Southern Nevada Forum. It provided a great platform to engage the community with our proposal for a CSN and Nevada State College Health & Science Building," says Dr. Michael Richards, president of CSN. "Through the Forum's process, we heard back from our community that this was an important project and that the planning funds we are seeking from the state this session are a top concern. The Southern Nevada Forum highlighted the need for more nurses and healthcare professionals in Southern Nevada and led the way for this to be an important workforce priority for our legislators."

The Forum also identified sustaining and growing the Workforce Innovation for the New Nevada (WINN) Fund, which will help with developing partnerships and continue to change the dynamics of workforce development to meet employer needs. The WINN Fund is already applied to several projects conducted by the College of Southern Nevada. In addition, the Forum is supporting the Workforce Innovation and Opportunity Act (WIOA) through **Senate Bill 516**, also an exempted bill, which transfers the administration of the apprenticeship program of the state from the Labor Commission to the Office of Innovation, in addition to placing the State Apprenticeship Council within the Office of Innovation. This will allow for additional workforce development functions and programs, including critical internships, to be streamlined under the Office.

SOUTHERN NEVADA FORUM COMMITTEE CHAIRS

GOOD GOVERNANCE

Senator Patricia Farley
Assemblyman Edgar Flores
Assemblyman John Hambrick
Assemblywoman Heidi Swank

Staff Liaison:

Justin Harrison - jharrison@lvchamber.com

ECONOMIC DEVELOPMENT AND WORKFORCE

Senator Patricia Farley
Assemblyman Paul Anderson
Assemblywoman Irene Bustamante Adams
Assemblywoman Dina Neal
Assemblyman Tyrone Thompson

Staff Liaison:

Tyre Gray- tgray@fclaw.com

HIGHER EDUCATION

Senator Mo Denis
Senator Becky Harris
Assemblywoman Olivia Diaz

Staff Liaison:

Paul Moradkhan - pmoradkhan@lvchamber.com

K-12 EDUCATION

Senator Becky Harris
Senator Joyce Woodhouse

Staff Liaison:

Kelly Martinez - kmartinez@lasvegasnevada.gov

HEALTHCARE

Senator Joe Hardy
Assemblyman Nelson Araujo
Assemblywoman Maggie Carlton
Assemblyman James Oscarson

Staff Liaison:

Jesse Wadhams - jawadhams@lvchamber.com

TRANSPORTATION & INFRASTRUCTURE

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Senator Scott Hammond
Assemblyman Chris Edwards
Assemblywoman Heidi Swank

Staff Liaison:

Brian McAnallen - bmcanallen@lvchamber.com



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2

TUESDAY, MAY 2 CHAMBER VOICES TOASTMASTERS

Become a better speaker and a more effective presenter by joining Chamber Voices Toastmasters. Open to all members.
11:30 a.m. – 12:45 p.m.
Las Vegas Metro Chamber of Commerce -
575 Symphony Park Ave., Ste. 100
\$63 every six months. Guests always complimentary.

2

TUESDAY, MAY 2 CARSON CITY CALL

Join the Metro Chamber for the Carson City Call, a new webinar series designed to keep all Metro Chamber members engaged and informed during the 2017 Legislature.
11:00 – 11:30 a.m.
Webinar – online only. Advanced registration required.
Email dtorchin@lvchamber.com to register.

2

TUESDAY, MAY 2 CUSTOMER SERVICE EXCELLENCE EVENING AT THE 51s GAME

The Las Vegas Metro Chamber of Commerce and the Las Vegas Convention and Visitors Authority will recognize hundreds of customer service stars with an evening at a 51s game.
5:00 – 5:30 p.m. - Check-in
5:30 – 6:30 p.m. - Photo opportunity with local dignitary
6:30 – 7:00 p.m. - Honorees take the field
7:00 p.m. - Baseball game begins
Cashman Field - 850 Las Vegas Blvd. North
Complimentary for nominees and one guest.
Platinum Sponsors: Boyd Gaming, Cox Communications, Southwest Airlines
Gold Sponsors: Office Depot, Nevada Drug Card, Southwest Gas, Sunrise Hospital & Medical Center and UnitedHealthcare
Media Partner: KTNV Channel 13
Program Partner: Las Vegas Convention and Visitors Authority

2

TUESDAY, MAY 2 LEADERSHIP LAS VEGAS RECRUITMENT MIXER

Learn more about the Leadership Las Vegas program and how it can help you become a more effective community leader. Join Leadership Las Vegas Alumni, Class of 2017, and potential candidates for the Class of 2018 at the annual recruitment mixer.

5:30 – 7:30 p.m.
Troesh Studio Theater inside Boman Pavilion
The Smith Center for the Performing Arts -
575 Symphony Park Ave., Ste. 100
Complimentary.
Sponsor: Confess Media

2

TUESDAY, MAY 2 CHAMBER CONNECTIONS

Chamber Connections is a dedicated leads group comprised of professionals from a variety of industries. The group helps professionals grow their business through networking and by sharing contacts, referrals, and ideas.

5:30 – 7:00 p.m.
Las Vegas Metro Chamber of Commerce -
575 Symphony Park Ave., Ste. 100
Contact agoldberg@lvchamber.com or call 702.641.5822 for space availability and cost.

8

MONDAY, MAY 8 VEGAS YOUNG PROFESSIONALS TOASTMASTERS

The VYP Toastmasters group is for all members to aid in the development of speaking, presentation and leadership skills.
6:30 – 8:00 p.m.
Las Vegas Metro Chamber of Commerce -
575 Symphony Park Ave., Ste. 100
Complimentary for guests
\$65 to join, \$54 every 6 months.

9

TUESDAY, MAY 9 EGGS & ISSUES WITH U.S. CONGRESSWOMAN DINA TITUS

Engage with Congresswoman Dina Titus on a variety of issues impacting our local business community, including health care, infrastructure, and more.

8:00 – 8:30 a.m. Registration & Networking
8:30 – 9:30 a.m. Program
Golden Nugget - 129 Fremont St.

\$40 Members
\$55 Non-members
\$400 Table of ten
Sponsors: Allegiant Travel Company, Cox Communications, Greenberg Traurig, The Porter Group, Southwest Gas, Sunrise Health System, Touro University Nevada

10

WEDNESDAY, MAY 10 NEW MEMBER ORIENTATION

At this exclusive event for new members of the Chamber, each participant will have the opportunity to introduce themselves and their business in a friendly atmosphere.

11:00 – 11:30 a.m. Registration & Networking
11:30 - Noon Program
Las Vegas Metro Chamber of Commerce -
575 Symphony Park Ave., Ste. 100
Complimentary. By invitation only.
Sponsors: America First Credit Union, Las Vegas Review-Journal

00 - CHAMBER EVENT**00 - VYP EVENT**

Visit LVChamber.com and
click on the Events Calendar to register.

Call 702.641.5822.

16 TUESDAY, MAY 16
SUMMERLIN NEIGHBORHOOD MINGLE
Join your fellow members for an opportunity to network in a small group setting and get to know your "neighbor" businesses. Metro Chamber board members and leadership will lead and help facilitate the conversation.
7:30 - 8:00 a.m. Registration
8:00 - 9:30 a.m. Program
Living Spaces - 700 S. Rampart Blvd.
Complimentary and exclusive to members.
Sponsor: America First Credit Union

16 TUESDAY, MAY 16
CHAMBER VOICES TOASTMASTERS
See May 2

16 TUESDAY, MAY 16
CHAMBER CONNECTIONS
See May 2

17 WEDNESDAY, MAY 17
HENDERSON NEIGHBORHOOD MINGLE
Join your fellow members for an opportunity to network in a small group setting and get to know your "neighbor" businesses. Metro Chamber board members and leadership will lead and help facilitate the conversation.
7:30 - 7:45 a.m. Registration
7:45 - 9:00 a.m. Program
Henderson Hospital - 1050 W. Galleria Dr.
Complimentary and exclusive to members.
Sponsor: America First Credit Union

17 WEDNESDAY, MAY 17
VYP FUSION MIXER AT HEARTHSTONE TAVERN
Get connected to your fellow Vegas Young Professionals at the next VYP Fusion Mixer inside Hearthstone, at Red Rock Resort & Casino. Enjoy carefully crafted cocktails in Hearthstone's comfortable, eclectic atmosphere, while you network with other young professionals.
6:00 - 8:00 p.m.
Hearthstone Tavern - 11011 W. Charleston Blvd.
Online: \$10 for members, \$15 for non-members
At the door: \$15 for members, \$20 for non-members
Presenting Sponsors: Station Casinos, UnitedHealthcare,
UNLV Lee Business School Executive MBA Program
Media Partner: Kristina Alexis Photography

18 THURSDAY, MAY 18
DOWNTOWN NEIGHBORHOOD MINGLE
Join your fellow members for an opportunity to network in a small group setting and get to know your "neighbor" businesses. Metro Chamber board members and leadership will lead and help facilitate the conversation.
7:30 - 8:00 a.m. Registration
8:00 - 9:30 a.m. Program
Las Vegas Metro Chamber of Commerce -
575 Symphony Park Ave., Ste. 100
Complimentary and exclusive to members.
Sponsor: America First Credit Union

18 THURSDAY, MAY 18
NORTH LAS VEGAS NEIGHBORHOOD MINGLE
Join your fellow members for an opportunity to network in a small group setting and get to know your "neighbor" businesses. Metro Chamber board members and leadership will lead and help facilitate the conversation.
11:30 - Noon Registration
Noon - 1:00 p.m. Program
North Las Vegas City Hall - 2250 Las Vegas Blvd. N.
Complimentary and exclusive to members.
Sponsor: America First Credit Union

22 MONDAY, MAY 22
VEGAS YOUNG PROFESSIONALS TOASTMASTERS
See May 8

24 WEDNESDAY, MAY 24
BUSINESS EXPO 2015 EXHIBITOR WORKSHOP
BUSINESS EXPO
First time exhibitor? Want to get more information on making the most of your exhibiting experience at Business Expo this year? Or, are you interested in exhibiting at Business Expo but would like to get additional information on the show? Learn more about show day and set-up logistics, exhibiting and marketing tips, social media suggestions, best practices from previous exhibitors, important venue information, and valuable information from the show partner.
2:30 - 3:00 p.m. Registration & Networking
3:00 - 3:30 p.m. Food & Beverage Exhibitors
3:30 - 4:30 p.m. All Exhibitors
4:30 - 5:30 p.m. Networking
Las Vegas Metro Chamber of Commerce
575 Symphony Park, Suite 100
Complimentary for exhibitors

25 THURSDAY, MAY 25
LEADERSHIP ADVANCE RECRUITMENT MIXER
Join Leadership Advance Alumni and the Class of 2017 to learn more about the Leadership Advance program and how it can enhance your career and develop your leadership skills, as well as the application process for the Class of 2018.
5:30 - 7:30 p.m.
Las Vegas Metro Chamber of Commerce
575 Symphony Park, Suite 100
Complimentary.

30 TUESDAY, MAY 30
VYP BIGWIG LUNCH TIME: NEHME ABOUZEID, SVP & CMO OF THE VEGAS GOLDEN KNIGHTS
Hear from one of Las Vegas' most influential community figures. Learn more about Vegas' first hometown professional sports team and how you can engage with them.
11:30 a.m. - Noon Registration
Noon - 1:00 p.m. Program
Las Vegas Metro Chamber of Commerce
575 Symphony Park, Suite 100
Members only; \$15 in advance, \$20 at the door.
Presenting Sponsors: Station Casinos, UnitedHealthcare,
UNLV Lee Business School Executive MBA Program
Media Partner: Kristina Alexis Photography

TOURISM AND THE ECONOMY BY THE NUMBERS



Travel and tourism are the economic engine of Southern Nevada. With the record-breaking visitation numbers and the direct and indirect contributions to our economy, there has never been a better time to celebrate Travel and Tourism Week (May 7-13).

In 2016, Southern Nevada welcomed **42.9 million visitors**, with a significant uptick in first-time visitors not seen since the mid-1990s, according to the Las Vegas Convention and Visitors Authority's 2016 Visitor Profile. This increase is attributed to the recovering national economy, a rise in millennials traveling to Southern Nevada for the first time, and continued reinvestment in new experiences from some of the area's biggest attractions. In 2016, moreover, visitors were more likely to be visiting for vacations or pleasure, and more likely to partake in a variety of activities throughout the Valley, including Downtown Las Vegas. Spending in such areas as food and drink, transportation, entertainment, and sightseeing also saw an uptick. Visitor spending represented **34.4 percent** of Southern Nevada's total gross product. Even better? Visitation and experiential spending are only expected to continue the upward trajectory for 2017.

The economic impact of the tourism industry on Southern Nevada in 2016 was **\$59.6 billion** – representing nearly **58 percent of the region's gross product**, and supporting **407,000 jobs** (or 44 percent of the total workforce) and generating **\$16.9 billion** in

local wage and salary payments (or about 41 percent of total wages and salaries paid in the region). The indirect economic impact is far-reaching, as the LVCVA's 2016 update to "The Economic Impact of Southern Nevada's Tourism Industry and Convention Center," states, "Suppliers of goods and services providing everything from food to uniforms and casino chips to bathroom soap create jobs and economic activity. Many of these suppliers are based in Southern Nevada, keeping those dollars in the region and stimulating job growth in other sectors of the economy. Employee spending also spurs commerce in the local economy..."

With the excitement of the impending expansion and the renovation of the Las Vegas Convention Center, the meetings and convention industry in Southern Nevada also continues to evolve as a critical component of our core industry. For the twenty-third consecutive year, Las Vegas was named the number one trade show destination by Trade Show News Network. In 2016, conventions and meetings accounted for 15 percent of all visitors to the area, and convention attendance increased by nearly **420,000 people** – or 7.1 percent. Conventions and meetings in the region directly supported **54,800 jobs, \$2.3 billion in wages, and \$7.4 billion in economic output** last year. Counting indirect impacts, convention and meeting travelers supported **85,000 jobs, \$3.5 billion in wages and salaries, and more than \$12.4 billion in total economic output.**

Southern Nevada has a lot to be proud of – and quite a bit to celebrate – during Travel & Tourism Week. Take part in the celebration. Let us know how your business is commemorating the travel and tourism industry and how it supports our community and the economy. We want to hear from you!

For more information or to view the LVCVA's Visitor Profile and economic impact study, visit lvcva.com.

CELEBRATE TRAVEL & TOURISM WEEK MAY 7-13!

Las Vegas will celebrate National Travel & Tourism Week Tuesday, May 9, at 2:00 p.m. at Fashion Show Mall for as special Rally Day Visitor Appreciation Celebration! Wear red to show your support of our core industry and celebrate with the Australian Bee Gees, Vox Vegas, and Host Committee Chairman Oscar Goodman, along with his showgirls – as well as surprise visitors, visitor appreciation giveaways, and more. Join the LVCVA, the Metro Chamber, and your fellow Southern Nevadans as we don red and celebrate on May 9!

You can also post about how your business is embracing Travel & Tourism Week by tweeting @ USTravel and @LVCVA using hashtags #NTTW17 and #TourismMatters.

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President's Club

(B) Angel Yanes

Store Manager, Fashion Show Mall – Nordstrom

Angel Yanes is the store manager of Nordstrom at the Fashion Show Mall. In his 15 years with the company, Yanes has been involved in many aspects of Nordstrom business. He has been a salesperson, department manager, regional merchandising manager, human resources area manager, and the manager of three different Nordstrom Rack locations. He spent most of his career in Northern California before moving to Las Vegas in February of 2016.

(A) Eddie Lafferty

General Manager – Manheim Nevada

As general manager of Manheim Nevada, a division of Cox Automotive, Eddie Lafferty leads the overall operations for this wholesale auto auction. Lafferty joined Manheim in 2008 as fleet lease manager and served as assistant general manager (AGM) for Manheim Seattle. In his role as AGM, he helped this location earn more than 50 awards and accolades from several national commercial accounts, including Toyota, Chase, and Remarketing by GE. Lafferty is a 27-year veteran of the automotive industry with extensive experience in both retail and wholesale operations.



(D) Mark E. Brown

Chief Executive Officer – Miracle Flights

Mark E. Brown currently serves as chief executive officer of Miracle Flights. His past leadership includes CEO of Zen Entertainment, former VP of The Howard Hughes Corporation and Station Casinos, and a partner and president of R&R Partners. Brown has an extensive background in nonprofit activities. He has chaired multiple organizations, including YMCA of Southern Nevada. He also managed all philanthropic donations for both The Howard Hughes Corporation and Station Casinos.

(C) Clark Wood

Market President – U.S. Bank

Clark Wood joined U.S. Bank in 2014 as market president, overseeing commercial banking and the gaming division. Wood came from Thunder Valley Casino Resort, where he had been VP of finance and a member of their development corporation. He has nearly 30 years of experience in the gaming and financial sectors. Wood earned his bachelor's degree from the University of Nevada, Reno. He is currently serving on the boards of the Las Vegas Global Economic Alliance and United Way of Southern Nevada.

Spotlights

(E) Leslie Maple

Manager, Communications & Corporate Affairs – Barrick

Leslie Maple is the manager of communications and corporate affairs for Barrick USA. Barrick is the world's leading gold producer, with operations on four continents. It operates three gold mines in Nevada, providing more than 4,000 jobs. Barrick and its employees are active supporters of causes in education, conservation, the arts and other local community organizations, and alongside other organizations, has taken a leadership role in working to establish best practices and promote corporate giving in Nevada through the Nevada Corporate Giving Council.



(F) Mark Haley

President – Smart City Networks

As the president of Smart City Networks, Mark Haley oversees the sales and operations teams and all strategic corporate initiatives. With more than 30 years of experience in the convention industry, Haley has worked with many of the largest convention centers, stadiums, and arenas in North America. He has a unique perspective, having worked as a facility manager and exclusive facility partner in a variety of roles. This perspective has led to speaking opportunities in the United States and abroad. He is a member of IAVM, AIPC, and IAEE.

(G) Eric Arlt

Owner/Operator – Greater Las Vegas McDonald's Owner/Operator Association

A Las Vegas since 1985, Eric Arlt is an owner/operator of McDonald's restaurants and has stayed in the family business of McDonald's franchisees. He studied business and aviation after graduating high school and later became private pilot. Arlt is a supporter of the Ronald McDonald House, breast and prostate cancer foundations, and miscellaneous charities around the valley. He has four children ranging from ages 16 to 26, the youngest two working in the business while finishing up their schooling. He belongs to a Co-op that consists of 13 different owners/operators.



(H) Laurie Indvik

Executive Director – CompassionCare Hospice

Laurie Indvik is the executive director for CompassionCare Hospice, a business that has served Clark County patients and families since 2005. CompassionCare Hospice is committed to creating excellence, compassion, and quality of care for patients, families, and the community it serves. Hospice services can be provided to patients in their private homes, assisted living facilities, nursing homes, group homes, or wherever the patient and loved ones need assistance. CompassionCare Hospice employs a team of exceptionally trained clinical staff to ensure that all patients receive the highest quality of care because they feel that no one should travel the end-of-life journey without compassion, comfort, and support.

Metro Chamber Introduces New Member-Exclusive Benefit Through ThriveHive



New marketing platform gives small business owners the opportunity to manage their marketing initiatives from one easy dashboard

D

igital marketing is only climbing in popularity and effectiveness – after all, most digital marketing tools are measurable and adjustable in real-time, giving you a full picture of the ROI of your marketing initiatives at one or two

clicks. For business owners wearing the proverbial multiple hats in their business, however, it can be tricky to navigate.

The Metro Chamber is proud to partner with ThriveHive, an award-winning guided marketing system, to help them effectively manage and administer their digital marketing initiatives – all in one predictable, low monthly fee. Included in the system is:

- Guided Marketing System Dashboard
- A marketing plan to give you next steps
- Contact manager to track customers and prospects (up to 500 contacts)
- Email marketing, including easy, responsive templates and unlimited sends
- Ability to schedule and post to social media from your dashboard
- One tracked phone line
- Lead capture forms for your website
- Lead notification and insight emails
- Capabilities for you to create and publish blogs to establish your expertise in your industry
- Marketing Coach video series
- Customer support through email, live chat, and phone

Competitively priced add-on services are also available, including additional tracked phone lines, additional contacts, additional users for your account, drip email capabilities, one-on-one marketing coaching, and professionally built responsive websites for as little as a \$250 flat fee.

Through this guided marketing system, some of the stress of knowing what's working and what isn't is alleviated from your business. You can also save valuable time with a system that gives you several of the tools you'll need on one simple, easy-to-navigate dashboard.

ThriveHive is also a Premier Google Partner, and is integrated with Google G Suite, so it can also connect to popular Google apps such as Gmail and Google Drive, for increased efficiency and ease of use.

The Metro Chamber is proud to offer this brand new benefit for members to help them manage their marketing activities, see what works most effectively, and respond to leads and prospects faster.

Members can take advantage of a FREE 30-day trial of the service, and then a special, member-exclusive introductory rate. This is a Metro Chamber member-exclusive offer for your business!

For more information on the program, visit LVChamber.com or contact your member engagement liaison at 702.641.5822.

Join the Las Vegas Metro Chamber of Commerce for

BUSINESS EXPO 2017

GET AHEAD. GET CONNECTED.
See What the Las Vegas Business Community is All About!

Network with nearly 2,000 business professionals and visit more than 150 booths to see the latest products and services in the Las Vegas market.



Wednesday, June 14 | 2 – 7 p.m.
Las Vegas Convention Center - South Hall
(FREE PARKING!)

Tickets are only \$10 each!
(Exhibitor opportunities available)



CenturyLink | Las Vegas Review-Journal
Nevada Broadcasters Association | Nevada Drug Card
Nevada Public Radio | Sunrise Hospital | Vegas PBS



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Member News

RED - PRESIDENT'S CLUB MEMBER



Announcements



Former credit union controller Tina Rice has rejoined the management team at **Clark County Credit Union**. She will be responsible for creating efficiencies within the mortgage department.

MountainView Hospital's Graduate Medical Education (GME) program announced its 2017 class of medical residents, for internal medicine, surgery, and its first class of OB-GYN residents.

Fennemore Craig announced Mark Hawkins has been named managing partner of the firm's Las Vegas office. Hawkins joined the law firm in 2007 and practices in the areas of commercial real estate and corporate transactions.



Holland & Hart elected seven attorneys to the firm's partnership. Gian Brown is one of the newly elected partners, a member of the Leadership Las Vegas Class of 2017, and has more than 20 years of experience counseling business clients.

Three Square Food Bank's Board of Directors elected Shawn Gerstenberger of the **University of Nevada, Las Vegas** as the 2017 board chair. To view the full list of additions to the board, visit ThreeSquare.org.

Congratulations

Elizabeth Brickfield, member at **Dickinson Wright**, has been recognized as providing more than 100 hours of pro bono service by the Legal Aid Center of Southern Nevada. She was also selected as the Center's Volunteer of the Month for March.

Dignity Health-St. Rose Dominican's Rose de Lima campus was awarded the Healthgrades 2017 Patient Safety Excellence Award™, a designation that recognizes superior performance in hospitals that have prevented the occurrence of serious, potentially avoidable complications for patients during hospital stays.

Fisher Phillips' website has won multiple awards for its layout, design, interface, and overall functionality. Some of the awards include best in class in the legal category from the Interactive Media Awards, and the Web Marketing Association's 2016 WebAward for outstanding achievement in web development. To view the award-winning website, visit fisherphillips.com.

Community Service

Rebuilding Together Southern Nevada will partner with Lowe's to rebuild four homes and a public space in Henderson on May 16 and 17. Approximately 80 Lowe's volunteers will provide critical repairs to neighbors in need. For more information, visit rebuildingtogether.org.

PENTA C.A.R.E.S., **PENTA Building Group's** volunteer group, sorted and packed 3,500 pounds of produce at **Three Square Food Bank** to help fight hunger in Southern Nevada.

The Las Vegas Metro Chamber of Commerce is proud to provide members with a place to publish their current announcements as a benefit of membership. Email news items to pr@lvchamber.com or fax to Public Relations at 702.735.0320.

Upcoming Events

Vegas PBS and the U.S. Small Business Administration are co-sponsoring the SBA Nevada Small Business Awards, on Thursday, May 4, at the **Gold Coast Hotel and Casino**, starting at 11:30 a.m. The ceremony will highlight the achievements and accomplishments recognizing those who have excelled in their respective industries, as well as those who have championed the cause of small business development in Nevada. For more information and to view the honorees, visit VegasPBS.org.

Las Vegas Woman Magazine will hold its Summer Magazine Cover Party on Tuesday, May 23, from 5:30 – 8:00 p.m., at Silverton Casino at Veil. The party will feature swag bags, drink sampling, and a charity raffle. All eventgoers will also receive a complimentary copy of the Summer 2017 issue of the magazine. For more information, or to RSVP, visit lvwomanmagazine.com.

Wheeling and Dealing

Johnson Advisors launched their brand-new website. The primary objectives of the site development include aesthetics, ease of navigation, and an easier way to get company information. You can visit the new site at johnson-advisors.com.

Commercial Executives Real Estate Services represented Beltway One Development Group, LLC in the leasing of 3,397-square-feet of office space located at 9121 W. Russell Road, Ste. 208. The 61-month lease is valued at \$443,628.

PHD Properties' Center Centennial Court is now leasing. The space, located at I-95 and Buffalo, offers second generation retail and office suites with exposure and monument signage available.



Ribbon Cuttings

PC - President's Club **\$** - Chamber Member Discount



SOURCE OF KNOWLEDGE

The Sound of Knowledge, Inc., dba Source of Knowledge, has been serving the event capture profession globally from San Diego for more than 20 years, with a desire to better serve the conference industry in Las Vegas. Source of Knowledge has relocated to 3137 W. Tompkins Ave. Call 702.600.1990 or visit sourceofknowledge.com.



KANGAMOO INDOOR PLAYGROUND

Kangamoo Indoor Playground, located at 1525 E. Sunset Rd., Ste. 7, celebrated its two-year anniversary with family, friends, and Metro Chamber volunteers. Call 702.534.1960 or visit kangamooindoorplay.com.



ESCAPOLOGY

Escapology, located at 2797 S. Maryland Pkwy., announced its grand opening and flagship store with a ribbon cutting. Escapology claimed the #1 Escape Game spot on TripAdvisor within the first 60 days of opening. Call 702.359.0805 or visit escapology.com.



WESTERN STATES LODGING, LLC

Western States Lodging, LLC, announced the grand opening of its newest project. Legacy House of Centennial Hills, an assisted living and memory care community located at 6310 N. Durango Dr., provides senior housing, personalized care, and a personal touch philosophy. Call 702.978.5000 or visit legacycentennialhills.com.



LEWIS STAGES

Lewis Stages celebrated its grand opening of the Las Vegas Vehicle Service Center. The Center has a full-service, eight bay facility that includes road service, brakes, suspension, engine, transmission, electronics, cleaning, and washing motor coaches, mini-coaches, high-end RVs, and buses. Call 702.207.6444 or visit allresortgroup.com.



A-P MEDICAL GROUP

A-P Medical Group is a family practice providing evidence-based practice to the area. Its values of diversity, creativity, and improving quality are the catalysts that inspire A-P Medical to be leaders in healthcare. Call 702.971.3400 or visit apmedicalgroupnv.com.

SPONSORED BY:



To arrange your ribbon cutting, contact Georgia Allen at 702.586.3838 or email gallen@lvchamber.com



LOVE'S STORAGE SOLUTIONS

Love's Storage Solutions announced its grand opening with staff, friends, and Metro Chamber volunteers. Love's is known for its superior customer service at its travel stops across the U.S., and provides self-storage facilities with great customer care, clean, quality storage units, and parking. Call 702.577.9803 or visit lovesstorage.com.



ZABA'S MEXICAN GRILL

Zaba's Mexican Grill, located at 9809 W. Flamingo Rd., Ste. 2, celebrated its ribbon cutting with staff, County Commissioner Susan Brager, the Metro Chamber, and community members. Zaba's focuses on fast, friendly service and fresh Mexican food. It also offers a vegetarian and gluten free menu. Call 702.487.1911 or visit zabas.com.



MUSCLE MAKER GRILL

Muscle Maker Grill commemorated its new ownership with staff and Metro Chamber volunteers. Founded in 1995, Muscle Maker Grill provides its guests healthier versions of mainstream favorite dishes that taste great, making it easy, affordable, and enjoyable to eat healthy. Call 702.580.3302 or visit musclemakergrill.com.



TOLL BROTHERS

Toll Brothers is a builder of luxury homes, offering 15 new home communities throughout the Las Vegas Valley. Regency at Summerlin, its first 55+ community in Las Vegas, features bocce, pickleball and tennis courts, indoor and outdoor pools and spas, cabanas, lounge and game rooms, and a state-of-the-art fitness center.



LOL KIDS CLUB

LOL Kids Club is an indoor family fun center that provides a variety of options for parents and children to interact and play, including slides, obstacle courses, multiple fun-filled ball pits, and a 'jump-until-your-feet-fall-off' trampoline. Call 702.613.0388 or visit lolkidsclub.com.



DEVRY UNIVERSITY

DeVry University celebrated the grand opening of its DeVry Military Resource Club. DeVry's Military Resource Club meets periodically to provide information on careers, scholarships, grants, housing, and other topics important to veterans. For more information, visit devry.edu or call 702.933.9700.



Five Steps to an Amazing Culture

H

ave you ever wondered why companies like Google, Apple, Starbucks, and Chick-fil-a all have employees that love their job and will go the extra mile, while other companies struggle to hold onto great employees? These companies have developed award-winning cultures that attract the best and inspire team members to perform at higher levels. So how can your company incorporate these metrics?

CLARIFY YOUR PURPOSE.

Great companies have well defined missions, visions, and values. Everyone from the leaders of the organization to the janitor know who the company is, what the company is trying to accomplish, and how they are going to get there. Before you can develop a culture, the team needs to know what their purpose is. By developing a mission, vision, and value system for your company, each person on your team will know how their work fits into the bigger picture.

COMMUNICATE TO THE TEAM.

In great companies, ideas are communicated from the beginning, during the interview process. The company looks for individuals who naturally hold the same values. By sharing the culture during the interview process, you will naturally attract individuals that hold the same beliefs. The values are then shared repeatedly, during staff meetings, when working on projects, and during one-on-one coaching sessions. Communicate through what Andy Stanley refers to as “vision leaks.” If the mission, vision, and values are only communicated once, they will be forgotten. Leaders in great companies continually share the ideas with their teams.

LIVE THE VISION.

Leaders in great companies live what they preach. Decisions are made through the filter of the mission, vision, and values of the company. If the company values hard work, then the leader will be the hardest working member of the team. If they value honesty, the leader will never lie. If they value community, the leader will be out with their team working side by side, instead of being holed up in an office.

HOLD EACH OTHER ACCOUNTABLE.

Great companies realize that culture is a combination of what is created and what is allowed. Whenever an individual violates a value, they are respectfully corrected (always in private). When a team member shows exemplary adherence to the team’s values, they are praised in public. The culture must hold each person accountable to living up to the established values.

GIVE IT TIME.

If you are changing your culture, it will not happen overnight. It takes time to change. During the process, your company will have good days and bad ones. You will be moving towards the new desired culture, and then a bad decision will halt the momentum. The key is to notice these moments early and often. Once the moment has been identified, the leader should step up and apologize for the mistake.

If your culture is not what you want it to be, then clarify what you want and take the steps to get there. Yogi Berra once said, “If you don’t know where you are going, you will end up someplace else.”



*By Maurice “Moe” Sullivan,
Assistant Territory Manager,
Colonial Life*

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ThriveHive



WELCOME NEW MEMBERS!

Welcome to the newest members of the Las Vegas Metro Chamber of Commerce. Please be sure to meet them at an upcoming event, or check out their business online at LVChamber.com on the member directory.

Aberlewest Design & Marketing

ANAX Business Technology

Automation Studio

Average Dad Cooking

Brooke Allen, Independent Beauty Consultant Mary Kay Cosmetics

Cafe Rio Mexican Grill of W. Sahara

Capture With Kate

Collins Engineers

Cowboy Jim's Cookies and Candies, LLC

Curriculum Associates

Dog House Diaries

Fingerprinting Express

Fish Window Cleaning

GH Consulting

Innovatech Inc

Joseph Beare & Company

Killer Dutch

La Quinta Inn & Suites - Summerlin Tech Center

Maggiano's Little Italy in Downtown Summerlin

MPower Street Financial LLC

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Upcoming Events

WEDNESDAY, MAY 17 VYP FUSION MIXER AT HEARTHSTONE KITCHEN & CELLAR

6:00 – 8:00 p.m.

In advance:

\$10 members

\$15 non-members

Day of the event:

\$15 members

\$20 non-members

TUESDAY, MAY 30 BIGWIG LUNCH TIME WITH NEHME ABOUZEID, SENIOR VICE PRESIDENT & CMO, VEGAS GOLDEN KNIGHTS

11:30 a.m. – 1:00 p.m.

Members only:

\$15 per person,

includes lunch

**Register for these events
at VegasYP.com.**



Let's Talk About Integrity

By Savannah Mercier, VYP Member

Businesses can have a reputation for being cold-hearted. Cutting corners in business is easy to do, but having integrity, honesty, and a sense of ethical responsibility will help your company's brand stand out to partners, increase employee productivity and motivation, and ensure your customers stay loyal. So how can you – and your business – stand out as reputable?

NEVER COMPROMISE YOUR CHARACTER

Business is a give-and-take, and compromising in a business setting is essential. Negotiations make deals, but the greatest leaders never compromise their integrity for a sale or a new client. Jon Huntsman, Sr. once wrote, "There are, basically, three kinds of people: the unsuccessful, the temporarily successful, and those who become and remain successful. The difference is character." It's important to understand that, no matter who you are negotiating with, compromising on your moral code and values or cheating to get where you want in business will never make or keep you successful.

KEEP YOUR PROMISES

Never make a promise you can't keep. There is a power to keeping your promises, not only to your business partners, but to your customers. If you promise your boss that you'll have a project done by a certain date, you should prioritize your time wisely so you have the time to keep your promise and turn it in on time. Business integrity is founded on the premise that you've promised something to your customer, employees, or partners, and they are expecting you to keep that promise. Customer and partner loyalty are rooted in promises, so if what you've sold them does everything you've promised, then your brand looks great and your customers are happy.

TELL THE TRUTH

Sometimes, the truth is ugly. Integrity means telling the truth, no matter the consequences. Honesty is the best policy, so being open and communicating with your customers or business partners is the best way to remedy any challenging situation. Most of the time, a customer or a business partner will be more likely to continue working with you if you come clean and give an honest



Business Blend

@

**HATARI
RESTAURANT &
SPORTS BAR**



Vegas Young Professionals members and Metro Chamber members mixed and mingled during the first Business Blend of the Year at HATARI Restaurant & Sports Bar, located at the Boulevard Mall. Guests were treated to specialty appetizers, cocktails, and the eclectic and customized ambiance of this new hotspot.



answer. Excuses are a waste of everyone's time, so if you're late on an assignment or can't keep a promise, it's better you just tell the truth. Your company's reputation will improve and so will your conscience.

Cutting corners is no way to do business. There should be no exceptions to maintaining integrity in a business setting. Dedicating your time to maintaining strong values, delivering on your promises, and telling the truth, then you will help you become - and remain - successful.

The Final Word

APRIL ACCOMPLISHMENTS

In April, the Metro Chamber continued full force at the Nevada Legislature, serving as the voice of business every day in Carson City. In addition, the Metro Chamber kicked off Business Expo with early bird booth sales and the announcement of a new venue and new hours. It also helped celebrate several member milestones through more than a dozen ribbon cutting ceremonies. Take a look at what the Metro Chamber accomplished for you in April:

- Metro Chamber President's Club members, Advocacy Impact members, Trustees and Government Affairs Committee members headed to Carson City to advocate on behalf of Nevada's business community for the Metro Chamber's Legislative Day. Members, lawmakers, and other guests mingled afterwards at Bella Fiore Wines for the Metro Chamber's biannual Legislative Reception.
- Mixed and mingled with Metro Chamber members and Vegas Young Professionals members for the Business Blend at new President's Club member, HATARI Restaurant and Sports Bar.
- Testified on more than 40 bills at the Nevada State Legislature, including those impacting K-12 education, higher education, business climate, government transparency, and more.
- Held the Paul Call and the Carson City calls to ensure members are informed and engaged in the legislative process.
- Issued endorsements to several candidates in the municipal primary election who won office, including Henderson Mayor-Elect Debra March and North Las Vegas Mayor John Lee.
- Gave members insight into the Chamber's Leadership Foundation of Greater Las Vegas, including programs like Leadership Advance, Focus, and the Public Policy Leadership Series in the April *Business Voice* cover story.
- Welcomed president & CEO of the Metro Chamber Kristin McMillan for Vegas Young Professionals' first Community Conversations program, centered around giving young professionals insight into the pressing issues facing the Las Vegas community.
- Discussed the importance of water sustainability and heard from expert speakers on the continuing priorities of water conservation in the Valley at Focus Las Vegas, held at the Las Vegas Valley Water District.
- Held more than a dozen ribbon cuttings for Chamber members to celebrate grand openings, anniversaries and more, including veteran-owned business Vitality Bowls, Lyft's new hub, and the annual GreenFest celebration at Downtown Summerlin.
- Conducted a Chamber University session on expanding your business and commercial real estate ventures, and how to do it strategically.



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This coupon has no expiration date and is reusable on Brand and Generic Rx's. Savings can be as high as 75%.

PATIENT INSTRUCTIONS: This card/coupon is pre-activated and can be used immediately. Present this card/coupon to any participating pharmacy to receive a discount on prescription medications.

PHARMACIST INSTRUCTIONS: Submit as a primary claim (cannot be processed as secondary) using the following pharmacy processing information. For processing questions and comments please call the Pharmacy Helpline below.

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This program is not insurance. This is a point-of-sale discount plan.

Medication	Quantity	Retail Price	Rx Card Price	Savings
Singulair (Brand) 10mg	10	\$93.17	\$79.02	15%
Montelukast (Generic) 10mg	30	\$132.67	\$17.36	86%
Xyzal (Brand) 5mg	30	\$149.07	\$121.00	18%
Levocetirizine (Generic) 5mg	30	\$74.99	\$39.39	47%
Clarinet (Brand) 5mg	30	\$292.02	\$215.00	26%
Desloratadine (Generic) 5mg	30	\$104.99	\$48.97	53%

NOTE: Our price is the average price members paid on that prescription during the month of January, 2017. Pricing varies by pharmacy and by region. Prices are subject to change.

For more information or to order hard cards contact:

Suzanne Domoracki

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MAY 2017

EGGS & ISSUES



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Tuesday, May 09

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\$40: MEMBERS
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